**Role play**

**A customer walks into Imelda’s House of shoes and approaches the Ladies Boot section.**

**Salesperson :** *(smiles and makes eye contact)*

**Salesperson:** “Hi, isn’t it chilly today. Can I assist you with a particular colour or size?”

**Customer: “**I am after a new pair of wintery shoes.”

**Salesperson: “**Where will you be wearing the shoes?”

**Customer: “**Mainly to work, but also on weekends. There are so many colours to choose from”

**Salesperson: “** What clothing coloursdo you normally wear to work? ”

**Customer:** “ We don’t have a uniform, but I wear dark colours quite a lot ”

**Salesperson:** *(Takes black boots from box) “* Do you think the black will be the most suitable to coordinate with your work wardrobe? What size do you take? “

**Customer:** Yes, I love the tan but I agree Black would be better for work. Size 7 please”

**Salesperson**: “What length do you like? As you see we have a wide range, knee length, mid calf and

thigh high”

**Customer: “**Oh knee length, I think thigh high is a little over the top for work”

**Salesperson*:*** *(listens attentively, nods heads and maintains eye contact with customer)*

**Salesperson:** “ I agree, let me show you a few options, I personally love the Diablo boot, try this one on.”

**Customer:** “ Oh yes I like them, Are they leather? “

**Salesperson: “**They are a really lovely grade of leather so they feel soft and look expensive, they also have a medium stack heel. This will be really comfortable to wear for long hours.”

**Customer:** “They do look good and you are right they fit like a glove”

**Salesperson:** “Try the left one on and have a good walk around the store”

**Customer :** *(Does a few laps of the store admiring boots at every mirror opportunity)*

“I like these a lot and they would be great for work, but I am not sure $160 is more than I usually spend on work shoes”

**Salesperson: “** You mentioned that you would also be wearing boots on weekends, These ones will be so comfortable you won’t want to take them off, and if you condition them they will last for years”

**Customer :** “I see what you mean”

**Salesperson: “**Will I put them in a bag or would you like to keep them on?”

**Customer :** “ I’ll keep them on thanks”

**Salesperson :** *Places shoes customer wore in boot box and places in shopping bag* “You will need some leather conditioner, do you have some at home?”

**Customer:** “ I don’t- I better grab one”

**Salesperson- “**Cash or Card”

**Customer:** “Cash please”

**Salesperson:** *Processes the sale through POS* *and hands back change.* “Thanks you will be so happy with your purchase, you’ll probably come back for the tan pair”

**Customer :** Thanks for your help , I will tell all my friends

*And as the sunsets over the Mall blue birds sing, red shoes click …………………..another customer enters the store.*